

INFORMATION DISCLOSURE STATEMENT BY APPLICANT Sheet 1 of 1	COMPLETE IF KNOWN	
	Application Number	10/549,392
	Filing Date	September 14, 2005
	First Named Inventor	ANTILLI, Davide
	Art Unit	Unassigned 2614
	Examiner Name	Unassigned Phung-Hoang Joseph Nguyen
	Attorney Docket Number	4245-108

U.S. PATENT DOCUMENTS						
Examiner Initials*	Cite No.	Document Number	Publication Date MM-DD-YYYY	Issue Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	
/P.N./	AA	US-6356633		03-12-2002		
FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation	
					YES	NO ¹
/P.N./	AB	EP1168791A3	06-05-2002	Netcall Pic		
	AC	EP1195975A3	04-20-2005	Intellprop Limited		
	AD	GB2395093A	05-12-2004	Warren Gregory Tobin		
	AE	GB0306747.7	09-29-2003	Sylvester		
	AF	EP0740450A3	10-30-1996	International Business Machines Corporation		
	AG	EP1168791A2	06-15-2001	Wildman Burnett		
	AH	EP1195975A2	04-20-2005	Intellprop Limited		
	AI	EP0740450A2	10-30-1996	International Business Machines Corporation		
	AJ	EP0539105A2	04-28-1993	American Telephone and Telegraph Company		
	AK	EP0539105A3	04-28-1993	American Telephone and Telegraph Company		
	AL	EP1073249A2	01-31-2001	Lucent Technologies		
	AM	NZ522421A20030228	02-28-2003	Warren Gregory Tobin		
	AN	WO0205533	01-17-2002	Elisa Communications OYJ		
	AO	WO03019959	03-06-2003	SAGE Agent Networks		

NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No.	Include name of the author (in CAPITOL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
/P.N./	AP	Harvey, et al., "Call Center Solutions", AT&T Technical Journal, September-October No. 5, pages 36-44 (1991).	

Examiner signature	/Phung Hoang Nguyen/	Date Considered	05/16/2008
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*Examiner: Initial if citation considered, whether or not citation is in conformance with MPEP § 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

¹ All the foreign patents and publications that are not written in English language are accompanied by their respective English abstracts, which constitute concise explanation of relevance of the non-English patents and publications that satisfy the requirements of 37 C.F.R. § 1.98(a)(3)(i), according to MPEP 609 III A(3).